

FORMAL LETTER 6

You should look at the webpage on the next page and study the information carefully to write your email.

You are interested in the latest gadgets available on the website. After looking at the webpage, you decide to write to the customer service representative, Alex King, to find out more about the products that you are interested in.

Send an email to Alex King stating:

- the two items you are interested in purchasing and why
- two queries you have about each item based on the information shown on the webpage
- another item that is similar to one of the items you are interested in and comparisons with the items in the webpage

Write your letter in clear, accurate English and in a clear and formal tone to express the queries you have about the product.

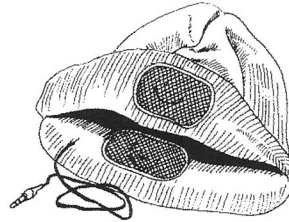
You should use your own words as much as possible.

Presents for teens at presents.com

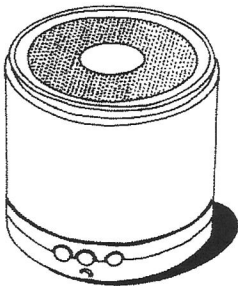
Singapore's first online store specialising in electronic gadgets for teens and youths!



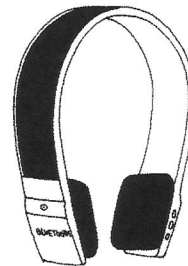
Having sleepless nights? Play your favourite soothing music to lull yourself to sleep. All you need is a wire to connect your music player to the speakers in the pillow



Not only is this practical, it is also the coolest thing to wear around. Whether you're going for a stroll or playing a sport, you will not have to deal with earphones that might get in the way.



Blast your favourite songs anytime! This compact but powerful wireless speaker is the ideal gadget for home use or at parties. Get 10 hours of play time with each charge.



Block out noise from your surroundings when you listen to your favourite tunes with one of the best and most comfortable ear pads. Quality sound ensures that you will have an awesome experience with Zed headphones

Dear Mr King

I am interested in purchasing the beanie with attached earphones and the wireless speaker from your store and would like more information on the items.

The beanie is certainly a fashionable and convenient way to listen to music. I do not have to worry about connecting my earphones to my music device. This invention has **merged** fashion with practicality, allowing teenagers like myself to have a pleasant experience listening to music. For those who are always on the go like I am, I am glad that I will not have to **contend** with earphones that might get tangled up.

However, I would like to find out more about the type of music device that can be plugged in. Would the wires from the beanie support any type of music device or can only specific devices that are **compatible** with the earphones be used?

If I purchase this item, I am also concerned about the ease at which the earphones can be repaired or replaced should they **malfunction**. Would I be able to replace the earphones with my current one? Should only a particular type of earphones be suitable, would I be able to purchase extra sets from your store?

I am also interested in the wireless speaker in your **catalogue**. I have been looking for a compact yet powerful speaker that I can use at home. Wireless speakers will allow me to connect my music device to the speakers without worrying about tripping over wires or that the music device can only be placed in a specific position near the speakers.

Before purchasing this product, I would like to find out the range of the speaker. Since it is wireless, there is a maximum distance from which the speaker will be able to connect with the music device. As I am looking for a speaker that can be placed at convenient places depending on my purpose, I would need a **substantial** range between the speaker and my music device.

I would also like to find out the type of batteries required for the speaker. This will determine the cost of owning such a speaker. What type of batteries does the speaker run on?

Paragraph Topic

Paragraph 1

Introduction: Purpose of the email

Paragraph 2

Item is fashionable and convenient

Paragraph 3

Type of music device that can be used

Paragraph 4

Ease at which earphones can be replaced

Paragraph 5

Interested in the wireless speaker

Paragraph 6

The range of the speaker

Paragraph 7

Type of batteries for the speaker

I have come across similar items such as a hooded jacket with attached earphones. How would this item compare to the beanie in your catalogue in terms of practicality and convenience? The earphones in the hooded jacket can also be removed and replaced with any other earphones. How would this item compare to the item on your catalogue? I have also come across other speakers in other stores with wireless technology. How does your speaker stand out from the other speakers that are in the market?

Paragraph 8

Comparison between the items and items in other stores

I look forward to a reply on more details about the items I am keen to purchase from your store.

Paragraph 9

Conclusion: Events after the email

Yours sincerely
Alex Davis (Mr)

Comments

The writer expresses his request in a polite and formal way.

Vocabulary

1. **merged:** to join
2. **contend:** to deal with something
3. **compatible:** referring to two different gadgets that can be used together
4. **malfunction:** a fault in how something works
5. **catalogue:** a list of things that show the items available in a particular shop that customers could purchase
6. **substantial:** a large amount

Word Use

When we write a formal letter, we usually adopt a polite tone. In this letter, requests for more information is written in a polite manner with the use of modal verbs. Modal verbs such as 'would' and 'could' are often used in polite expressions.

- would like more information on the items
- I would like to find out more about the type of music device that can be plugged in
- Would I be able to replace the earphones with my current one?

Here are more ways we can use the modal verb 'would' to show polite expressions.

- I would appreciate it if you could
- Your response would be greatly appreciated
- I would appreciate your advice